

California CapTel FCC Complaints 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
688394	06/01/2016 03:37pm	CapTel	Setup	N/A	Customer's assistant reported difficulty placing an outgoing call on the CapTel 840.	CSR found that the CapTel phone had been set for use in 2-Line mode when the customer only had one phone line. CSR sent an over-the-wire update to set the CapTel phone to 1-Line mode. The assistant confirmed with a test call that the CapTel phone was able to place an outgoing call.	06/01/2016 03:52pm	Within 24 Hours	PL
689094	06/03/2016 06:04pm	Phone	Setup	N/A	Customer's assistant reported that the CapTel 840 was unable to make or receive captioned calls.	CSR's investigation revealed that the customer's assistant is attempting to connect to captions using wireless home telephone service. CSR advised customer's assistant that the CapTel 840 is not designed for cellular phone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	06/03/2016 06:16pm	Within 24 Hours	MTh
689640	06/06/2016 12:47pm	CapTel	Service	N/A	Customer's daughter reported that her mother noted captions sometimes confused her mother on the CapTel 840 but had no specific examples.	CSR apologized and thanked the daughter for sharing this experience. CSR noted with specific detail we can follow up with coaching and monitoring of the CA on a call. The customer's daughter said she just wished to bring the experience to our attention and did not wish to pursue any follow up by us.	06/06/2016 01:00pm	Within 24 Hours	ST
689964	06/07/2016 12:59pm	CapTel	Setup	N/A	Representative with state issuing agency reported the customer was using the CapTel 840 in 1-Line mode with digital cable telephone service.	CSR advised representative that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	06/07/2016 01:06pm	Within 24 Hours	BM
690422	06/08/2016 04:15pm	Phone	Setup	N/A	The customer's assistant reported being unable to dial out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/08/2016 05:31pm	Within 24 Hours	CH
690696	06/09/2016 02:30pm	Phone	Setup	N/A	Customer's wife reported being unable to connect with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/10/2016 04:55pm	Within 48 Hours	TF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
691843	06/13/2016 08:32pm	Phone	Setup	N/A	Customer's daughter reported that customer was switching to a digital cable telephone provider soon.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/13/2016 08:41pm	Within 24 Hours	BC
692840	06/16/2016 08:22pm	CapTel	Setup	N/A	Customer's daughter reported being unable to dial out with captions.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone and confirmed this resolved the customer's experience.	06/16/2016 09:05pm	Within 24 Hours	SO
693161	06/17/2016 08:50pm	Phone	Setup	N/A	Customer's sister reported being unable to place captioned calls to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/26/2016 02:54pm	Over 48 hours	BJB
693422	06/19/2016 02:44pm	CapTel	Setup	N/A	Customer reported audio dropping and captions disconnecting on calls with the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/19/2016 02:55pm	Within 24 Hours	SO
693448	06/19/2016 05:23pm	CapTel	Setup	N/A	Customer reported captions not connecting on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 800 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/27/2016 12:01pm	Over 48 hours	EEJ
694033	06/21/2016 01:45pm	Phone	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 840.	CSR investigation found that customer's phone jack was faulty. CSR advised customer's assistant to contact the telephone service provider for further assistance with replacing the phone jack.	07/05/2016 06:41pm	Over 48 hours	BJB

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693906	06/21/2016 10:23am	CapTel	Info/Referral/Consumer Ed	N/A	Customer's daughter reported difficulty in contacting the customer with captions on the CapTel 840.	CSR's investigation concluded the customer did not answer on the CapTel phone and the call was disconnected. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service, it will be normal to hear "seek tones" or "beeps" that reoccur throughout the call. This means that the captioning service is sending a signal or "seek tone" trying to connect to a CapTel phone. CSR offered further assistance at the daughter's request.	06/21/2016 10:35am	Within 24 Hours	RL
694308	06/22/2016 12:17pm	Phone	Info/Referral/Consumer Ed	N/A	A caller to a CapTel 840 user reported that the audio cut out at the beginning of a captioned call to the user.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	06/22/2016 12:26pm	Within 24 Hours	CR
694855	06/23/2016 10:39pm	CapTel	Setup	N/A	Customer reported not getting captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the second line telephone cord was connected to the Line 1 port on the CapTel 840, and there was not a telephone cord connected to the Line 2 port. CSR advised the customer to connect the second line telephone cord to the Line 2 port on the CapTel 840 and to connect the telephone cord for the first line to the Line 1 port. CSR conducted incoming and outgoing test calls with the customer, and the customer confirmed that these adjustments resolved their experience.	06/23/2016 11:05pm	Within 24 Hours	LA
697185	06/23/2016 10:39pm	CapTel	Setup	N/A	Customer reported being unable to connect with captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the CapTel was installed with two separate telephone lines, but 2-Line mode had not been enabled in the unit's menu. CSR also found that the CapTel had a mistaken dialing prefix programmed into the menu. CSR assisted with enabling 2-Line mode and removing the mistaken dialing prefix. Customer confirmed that these adjustments resolved their experience.	06/23/2016 11:05pm	Within 24 Hours	SB

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694997	06/24/2016 12:45pm	CapTel	Setup	N/A	Customer reported a loss of audio and dropped calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/24/2016 12:55pm	Within 24 Hours	HL
695251	06/25/2016 01:47pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported experiencing difficulty leaving a voice mail message for her daughter.	CSR advised customer to begin leaving her message as soon as she sees (Beep) on the CapTel's screen.	06/25/2016 01:51pm	Within 24 Hours	SB
695436	06/26/2016 02:21pm	Phone	Setup	N/A	Customer's sister reported being unable to contact the customer using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/07/2016 04:35pm	Over 48 hours	JC
695693	06/27/2016 02:40pm	Phone	Setup	N/A	Customer's daughter reported using CapTel 800 on digital cable lines.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's daughter that the CapTel 800 is not designed for digital cable usage and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/27/2016 02:50pm	Within 24 Hours	MMo
695716	06/27/2016 02:53pm	CapTel	Setup	N/A	Customer reported no audio on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/27/2016 03:10pm	Within 24 Hours	HL
695776	06/27/2016 04:40pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions with the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/27/2016 05:13pm	Within 24 Hours	CR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
696009	06/28/2016 01:15pm	CapTel	Setup	N/A	The customer reported the CapTel 800's audio would drop mid-conversation.	CSR's investigation revealed the CapTel 800's phone cord connected into an unidentified device before connecting to the wall-jack. CSR advised the customer plug the phone cord directly into the wall-jack. After giving this advice, CSR made two attempts to follow up with the customer but was unsuccessful. CSR sent a letter to the customer's address reiterating the previous advice and requesting they contact CapTel Customer Service if further assistance is required.	07/06/2016 03:49pm	Over 48 hours	CH
696054	06/28/2016 02:58pm	CapTel	Info/ Referral/ Consumer Ed	11049	Customer reported seeing "incomplete" and slow captions during a call on the CapTel 840 in 1-Line mode.	CSR investigated and confirmed the customer was experiencing a normal delay of 4 seconds in captions behind the spoken words, CSR also explained how the customer may use either their analog or internet-based unit, and discussed the set up with DSL filters. CSR explained the she may be seeing dropped characters making the captions appear incomplete.	07/06/2016 12:56pm	Over 48 hours	TF
696117	06/28/2016 05:12pm	CapTel	Setup	N/A	Customer reported using an internet based telephone provider with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for internet based telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	06/28/2016 05:22pm	Within 24 Hours	SM
696862	06/30/2016 09:11pm	Phone	Setup	N/A	Customer's daughter reported being unable to call out on the CapTel 840.	CSR's investigation revealed that the Block Call Waiting menu had been programmed incorrectly. CSR assisted customer's daughter with adjusting this setting. Customer's daughter confirmed this adjustment resolved the customer's experience.	06/30/2016 09:50pm	Within 24 Hours	KOH
696635	06/30/2016 11:50am	Phone	Setup	N/A	Customer's assistant reported that the CapTel 840 was unable to make or receive calls.	CSR's investigation revealed that the CapTel 840 was connected to a wall jack that was not providing phone service. CSR advised the customer's assistant to contact the telephone service provider for further assistance with activating the wall jack for providing phone service to the CapTel.	06/30/2016 12:20pm	Within 24 Hours	MTh

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697861	07/05/2016 07:03pm	Phone	Setup	N/A	Customer reported being unable to dial out on the CapTel 840.	CSR's investigation revealed that the Block Call Waiting menu had been programmed incorrectly. CSR assisted with adjusting this setting. Customer confirmed this adjustment resolved the their experience.	07/05/2016 07:37pm	Within 24 Hours	KOH
698466	07/07/2016 02:24pm	Phone	Setup	N/A	Customer's son reported no dial tone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel's phone cord had been connected to an inactive wall jack. CSR advised customer's son to move the phone cord to an active wall jack. Customer's son confirmed that the CapTel phone had a dial tone once more and that captions connected.	07/07/2016 02:45pm	Within 24 Hours	EEJ
698385	07/07/2016 11:34am	CapTel	Setup	N/A	Customer reported calls are being cutoff while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions with phone lines that are not analog. CSR advised customer that the CapTel 840 designed to be used with analog phone lines and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	07/09/2016 06:41pm	Over 48 hours	BM
700940	07/07/2016 11:34am	CapTel	Info/ Referral/ Consumer Ed	N/A	CSR found the customer had several calls that were disconnected while using the CapTel 840 in 1-Line mode.	Further investigation revealed that the calls were disconnected due to the other party not speaking for an extended period of time. CSR explained that when the captionist is unable to hear any captionable audio for an extended period of time, a message stating "(No further information. Your call will be disconnected)" will be sent, and if the other party does not then provide any further captionable audio, the call will be disconnected.	07/28/2016 11:06am	Over 48 hours	BM
698887	07/08/2016 04:39pm	Phone	Setup	N/A	Customer's assistant reported being unable to dial out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer's phone service has been disconnected. CSR referred the customer's assistant to the telephone service provider for further assistance restoring their phone service. After this advice was given, the CSR made multiple attempts to follow up with the customer and the assistant but was unsuccessful. CSR sent a letter to the customer reiterating previous advice and offering further assistance upon request.	07/28/2016 06:26pm	Over 48 hours	OL

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698713	07/08/2016 11:55am	CapTel	Setup	N/A	Customer's daughter reported noise on the line noise on the CapTel 840.	CSR investigation revealed a DSL filter was connected to the CapTel unnecessarily. CSR advised the customer's daughter remove the DSL filter from the telephone cord of the CapTel phone. The customer's daughter later confirmed this resolved the experience.	07/11/2016 01:02pm	Over 48 hours	HL
699911	07/12/2016 05:38pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's family member reported being unable to call to the CapTel user in 1-Line mode with their cell phone.	Further investigation revealed that the cell phone user may be pressing the SEND button on their cell phone a second time unnecessarily after entering the CapTel user's area code and phone number. CSR tried to follow up with cell phone user several times but was unsuccessful. CSR sent an email to the customer explaining the importance of the cell phone user only pressing SEND once after dialing the toll free number for the captioning service and making sure not to press SEND again after entering the CapTel user's area code and phone number. CSR offered further assistance at customer's request.	08/08/2016 03:21pm	Over 48 hours	MKC
700885	07/15/2016 02:05pm	CapTel	Setup	N/A	Representative from the issuing state agency reported difficulty making and receiving captioned calls on the CapTel 840 in 1-Line mode.	Representative from the state issuing agency later reported customer was trying to connect to captions using digital phone service. CSR advised the CapTel 840 was not designed for digital telephone use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/18/2016 12:08pm	Over 48 hours	RN
702021	07/19/2016 06:38pm	CapTel	Setup	N/A	Customer reported incoming calls dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel Phone 840 is not designed for VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/19/2016 07:09pm	Within 24 Hours	KG
702249	07/20/2016 02:16pm	CapTel	Setup	N/A	Customer's assistant reported being unable to dial out on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel was not plugged to a power source when the assistant called in. CSR advised assistant to plug the phone to a power source for investigation of the issue. Assistant wasn't able to do that at the moment. CSR later confirmed that the CapTel was being used with captions successfully.	07/26/2016 03:55pm	Over 48 hours	LA

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702183	07/20/2016 11:46am	Chat	Setup	N/A	Customer reported that they are changing telephone service providers.	CSR's investigation revealed that the customer would be attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 200 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/20/2016 12:35pm	Within 24 Hours	EEJ
702657	07/21/2016 04:00pm	CapTel	Setup	N/A	Customer reported difficulty hearing audio on the CapTel 840.	CSR attempted to troubleshoot, but the customer opted out of over the phone troubleshooting assistance and requested on-site assistance from the state issuing agency. CSR referred the customer to their state issuing agency to inquire about scheduling an on-site visit and offered further assistance upon request.	07/22/2016 11:26am	Within 24 Hours	KG
702531	07/21/2016 12:14pm	CapTel	Setup	N/A	Customer reported occasional audio drops on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	07/21/2016 12:20pm	Within 24 Hours	EJ
703356	07/24/2016 02:05pm	CapTel	Setup	N/A	Customer reported difficulty placing outbound calls on the CapTel 840.	CSR's investigation found that the customer was using the CapTel in 2-line mode with the phone cords installed in wrong phone ports on the back of the unit. CSR advised the customer's assistant to switch the phone cords to ensure that the primary phone line is connected to Line 1 and the secondary phone line is connected to Line 2 on the back of the CapTel. Customer's assistant confirmed this resolved the experience.	07/25/2016 01:45pm	Within 24 Hours	KG
703625	07/25/2016 01:49pm	Phone	Info/ Referral/ Consumer Ed	N/A	Technician reported not getting captions on incoming calls on the CapTel 840.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR placed a test call and verified the CapTel 840 was getting captions on incoming calls.	07/25/2016 01:55pm	Within 24 Hours	MKC

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707678	07/25/2016 09:59am	Phone	Setup	N/A	Customer's daughter reported that customer is using the CapTel 800 on digital cable phone service.	CSR advised customer and customer's daughter that the CapTel 800 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/08/2016 03:38pm	Over 48 hours	DF
704383	07/27/2016 03:38pm	CapTel	Setup	N/A	Customer's assistant reported getting echo on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the CapTel was connected to a faulty duplex jack. Customer's assistant removed the faulty duplex jack and confirmed that this adjustment resolved their experience.	07/27/2016 03:53pm	Within 24 Hours	LA
705155	07/30/2016 12:52am	CapTel	Setup	N/A	Customer's daughter reported frequent difficulty calling out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/06/2016 02:49pm	Over 48 hours	CM
705427	07/31/2016 03:34pm	CapTel	Setup	N/A	Customer's daughter reported calls do not connect on the CapTel 840 in 1-Line mode when captions are on.	CSR's investigation revealed that the customer may be attempting to connect to captions using VOIP telephone service. CSR advised the customer's daughter that the CapTel 840 is not designed for VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions. The daughter decided they would consult further with their brother and call back for further assistance. CSR later followed up with the customer and learned that he does not use the CapTel phone with captions because it confuses him. The customer confirmed the CapTel is working properly without captions and requested no further assistance.	08/07/2016 06:49pm	Over 48 hours	MK
705789	08/01/2016 06:25pm	Phone	Setup	N/A	Customer's granddaughter reported no captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed the second line did not have a dial tone. CSR referred the customer's granddaughter to the telephone service provider to confirm functionality of the second phone line. CSR subsequently confirmed the phone was making successfully captioned calls in 2-Line mode.	08/05/2016 05:26pm	Over 48 hours	JAL

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706732	08/04/2016 04:08pm	CapTel	Setup	N/A	Customer's husband reported difficulty connecting to captions during incoming calls on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the phone cord connecting the CapTel's Line-2 port to the wall jack was faulty. CSR advised the customer's husband to replace the CapTel's phone cord. Customer's husband confirmed that this resolved the experience.	08/04/2016 04:27pm	Within 24 Hours	CR
707789	08/08/2016 09:51pm	CapTel	Setup	N/A	Customer reported incoming calls dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/25/2016 01:52pm	Over 48 hours	JB
708029	08/09/2016 02:31pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported a call from someone where there was no audio and no captions.	CSR did a test call to the customer and they successfully received audio and captions. CSR investigation found that the specific caller may not have called through the toll free captioning service. CSR followed up later by sending the customer a letter that explained how the other party would need to dial a toll free captioning service number first in order to receive captions on that call. CSR provided the customer the appropriate captioning service number.	08/18/2016 09:29am	Over 48 hours	TJ
708104	08/09/2016 04:00pm	Phone	Setup	N/A	Customer's son reported difficulty connecting with captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/09/2016 04:21pm	Within 24 Hours	JAL
708164	08/09/2016 06:25pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence. CSR referred customer to the California Public Utilities Commission or the Deaf and Disabled Telecommunications Program for further assistance.	08/10/2016 03:47pm	Within 24 Hours	JB

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708322	08/10/2016 11:51am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	08/10/2016 12:01pm	Within 24 Hours	HL
708876	08/11/2016 04:45pm	Phone	Setup	N/A	State-issuing agency representative reported the CapTel 840 in 2-Line mode was not ringing.	Investigation revealed the phone cord connected to the CapTel's Line 1 port was mistakenly connected to a telephone jack for the home's secondary phone line. State-issuing agency representative connected this phone cord to the correct phone line. CSR confirmed the CapTel is successfully receiving calls on the primary line and connecting with captions.	08/11/2016 04:59pm	Within 24 Hours	ELS
708924	08/11/2016 07:39pm	Phone	Setup	N/A	Customer's mother reported being unable make inbound captioned calls to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital home telephone service. CSR advised customer that the CapTel 840 is not designed for use with digital phone service. After confirming the daughter does not intend to obtain high-speed internet service, CSR advised customer's assistant to have her daughter download the WebCapTel app, which will allow her to conduct captioned calls using her cell phone. CSR offered further assistance upon request.	08/11/2016 08:10pm	Within 24 Hours	KOH
708699	08/11/2016 11:35am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported no captions on the CapTel 800.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's daughter with the appropriate captioning service number. CSR placed a test call through the captioning service and the customer's daughter confirmed that captions are connecting successfully on both inbound and outbound calls.	08/11/2016 11:52am	Within 24 Hours	HL

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708700	08/11/2016 11:48am	CapTel	Setup	N/A	Customer reported two of her previous phone calls were dropped on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/11/2016 11:58am	Within 24 Hours	SM
710110	08/16/2016 01:36pm	Chat	Setup	N/A	Customer reported being unable to make or receive calls on either CapTel 840 phone.	CSR's investigation revealed that the software of the CapTel 840 was locked up and that the extension telephone base station was unplugged. CSR advised plugging the extension telephone base station back in. CSR subsequently confirmed successful connection to captions on both CapTel phones.	08/20/2016 02:35pm	Over 48 hours	RN
710621	08/17/2016 08:21pm	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	08/17/2016 08:34pm	Within 24 Hours	MTh
711213	08/19/2016 03:33pm	Phone	Setup	N/A	Customer's daughter reported that the CapTel 800 had no dial tone.	Further investigation by the customer's daughter found that the power cord was not fully connected. Once the daughter re-connected the power cord back into the CapTel phone, customer confirmed that this resolved their experience.	08/19/2016 04:21pm	Within 24 Hours	ES
711043	08/19/2016 10:52am	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported their calls getting disconnected when placing the other party on hold on their CapTel 840 in 1-Line mode.	Further investigation revealed that the call was disconnected due to the other party not speaking for an extended period of time. CSR explained that when the captionist is unable to hear any captionable audio for an extended period of time a message stating, "(No further information. Your call will be disconnected)" will be sent, and if the other party does not then provide any further captionable audio, the call will be disconnected.	08/19/2016 11:03am	Within 24 Hours	MS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
711063	08/19/2016 11:38am	Phone	Setup	N/A	Customer's daughter-in-law reported difficulties connecting with the captions on the CapTel 840.	CSR's troubleshooting revealed that the CapTel phone was mistakenly programmed for 2-Line mode when the customer uses one telephone line. CSR assisted the customer with disabling 2-Line mode in the menu of the CapTel phone. CSR subsequently confirmed through multiple test calls that the CapTel was able to connect to captions.	08/19/2016 01:30pm	Within 24 Hours	ELS
711081	08/19/2016 12:01pm	Phone	Setup	N/A	Customer's daughter-in-law reported no dial tone on the CapTel 840 in 1-Line mode.	CSR found that the phone cord used by the CapTel was no longer functioning and was preventing the CapTel phone from receiving a dial tone. After connecting a different phone cord to the CapTel, customer's daughter-in-law confirmed the CapTel had reestablished a dial tone.	08/19/2016 01:29pm	Within 24 Hours	BM
711388	08/20/2016 01:40pm	Chat	Info/ Referral/ Consumer Ed	N/A	Customer inquired if the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call could be turned off.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence and cannot be turned off.	08/20/2016 02:04pm	Within 24 Hours	EG
711531	08/21/2016 01:55pm	Phone	Setup	N/A	Customer's assistant reported captions not connecting on the CapTel 840.	CSR's investigation revealed that the CapTel phone was being used with one phone line. CSR sent and over-the-wire update to the CapTel phone to turn 1-Line mode on. CSR subsequently confirmed that the CapTel phone connected to captions in 1-Line mode.	08/21/2016 02:00pm	Within 24 Hours	EEJ
711558	08/21/2016 04:30pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported not receiving captions on incoming calls from her daughter on the CapTel 840 in 1-Line mode.	CSR determined the daughter was not calling through the captioning service number and explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	08/21/2016 04:33pm	Within 24 Hours	SS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
712570	08/24/2016 09:28pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	08/24/2016 09:35pm	Within 24 Hours	JAL
712324	08/24/2016 11:22am	Phone	Setup	N/A	Customer's wife reported difficulty getting captions on outbound calls with the CapTel 800.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 800 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/24/2016 11:42am	Within 24 Hours	KG
712865	08/25/2016 05:59pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that the CapTel 800 in 2-Line mode was experiencing difficulty dialing out.	Investigation by CSR found that the customer is having difficulty entering all digits of the telephone number before the call is connected. CSR advised customer to start dialing as soon as the receiver is picked up and to dial the entire phone number. It is normal for the captions to connect before the dialing is finished when using the phone in 2-Line mode.	08/25/2016 06:17pm	Within 24 Hours	PL
712875	08/25/2016 06:24pm	CapTel	Service	11162	Customer reported an incomplete phone number during a message left on the CapTel 840 in 1-Line mode.	CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and increased monitoring and coaching frequency for the CA to ensure consistent quality performance.	08/31/2016 01:30pm	Over 48 hours	EEJ
714070	08/30/2016 01:58pm	Phone	Setup	N/A	Customer's daughter reported garbled captions, audio drops, and difficulties connecting to captions on the CapTel 800.	Customer's daughter was not at the location of the CapTel, so CSR advised the customer's daughter to try the CapTel at a different phone jack or with a different phone cord. Upon CSR's follow up, customer's assistant opted out of further troubleshooting and said they would call back at a later time. CSR offered further assistance upon request.	09/06/2016 02:19pm	Over 48 hours	SAB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
714075	08/30/2016 02:00pm	CapTel	Setup	N/A	Customer reported that calls and captions would drop on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	08/30/2016 02:10pm	Within 24 Hours	BJB
714118	08/30/2016 02:59pm	Phone	Info/ Referral/ Consumer Ed	N/A	Caller reported being unable to connect with captions when calling to the CapTel user in 1-Line mode.	CSR's investigation revealed that the caller is dialing through the captioning service incorrectly. CSR sent a letter to the caller explaining the correct procedure when calling to the CapTel user in 1-Line mode through the captioning service and offered further assistance upon request.	09/06/2016 03:26pm	Over 48 hours	MKC
714143	08/30/2016 04:19pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	08/30/2016 04:33pm	Within 24 Hours	DH
714709	09/01/2016 01:45pm	Phone	Info/ Referral/ Consumer Ed	N/A	The customer reported no captions on incoming calls on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number, and placed a test call confirming they are connecting with captions successfully.	09/01/2016 01:51pm	Within 24 Hours	MS
715150	09/02/2016 07:28pm	CapTel	Setup	N/A	Customer reported occasional audio drops and losses of power on the CapTel 840 in 1-Line mode.	CSR advised customer to replace the telephone cord with a new one. CSR also arranged to send a replacement A/C adapter as the customer reported hers was damaged. CSR confirmed that the customer had received the new adapter and had a replacement phone cord but had not yet had a chance to connect them to the CapTel phone. CSR later confirmed the customer was making and receiving captioned calls successfully.	09/14/2016 06:13pm	Over 48 hours	SM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
715202	09/03/2016 09:48am	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported their daughter is not able to reach them when calling from her cell phone on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer's daughter was dialing the incorrect captioning service. CSR provided the customer's daughter with the correct captioning service number and CSR subsequently confirmed the customer's daughter is able to reach the CapTel user successfully with captions.	09/03/2016 10:00am	Within 24 Hours	MS
715478	09/04/2016 05:09pm	CapTel	Setup	N/A	Customer reported seeing "waiting for captions" on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel Phone 840 is not designed for digital cable usage and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR sent a letter to the customer reiterating previous advice and offered further assistance upon request.	09/18/2016 01:09pm	Over 48 hours	MKC
716272	09/07/2016 07:48pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being unable to call a specific number.	CSR's investigation revealed that the customer was dialing a dialing prefix. CSR explained that it would not be necessary to use a dialing prefix when placing calls from the CapTel 840 in 1-Line mode because the necessary prefix is already programmed on the phone. CSR advised the customer to try dialing the number again without the prefix. CSR confirmed that the customer was able to place the call successfully.	09/07/2016 07:54pm	Within 24 Hours	SB
716027	09/07/2016 11:35am	Phone	Setup	N/A	Customer's husband reported the CapTel 840 in 1-Line mode did not have a dial tone.	Troubleshooting revealed the CapTel phone cord was faulty. CSR advised the customer's husband to replace the CapTel phone cord. Customer's husband subsequently confirmed that this resolved the customer's experience.	09/07/2016 12:08pm	Within 24 Hours	SS
716480	09/08/2016 02:14pm	CapTel	Setup	N/A	Customer's son reported being unable to connect to captions on the CapTel 840.	CSR's investigation revealed customer was attempting to use the phone in 2-Line mode, but the phone was set for use in 1-Line mode. CSR sent an over-the-wire update to the phone to change the phone to 2-Line mode. A test call confirmed this resolved the experience.	09/08/2016 02:30pm	Within 24 Hours	JR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
716817	09/09/2016 02:27pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that captions are not always connecting on the CapTel 840 in 1-Line mode.	Investigation revealed that not all callers are dialing through the captioning service. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's assistant with the appropriate captioning service number.	09/09/2016 02:29pm	Within 24 Hours	BMc
716938	09/09/2016 08:54pm	Phone	Setup	N/A	Customer's assistant reported not being able to receive calls on the CapTel 840.	Investigation by CSR revealed that the customer does not have active telephone service. CSR explained that the CapTel requires active telephone service in order to be used successfully with captions.	09/14/2016 01:21pm	Over 48 hours	AJ
716769	09/09/2016 12:40pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's niece reported that every time she calls her aunt the call is disconnected.	CSR's investigation revealed the customer's niece is calling through the captioning service and the customer is answering on a non-CapTel phone. CSR sent a letter to the customer explaining that calls will disconnect if her callers dial through the captioning service and she answers on a non-CapTel phone as the CapTel 'seek tones' will expire.	09/20/2016 10:06am	Over 48 hours	TF
717053	09/10/2016 03:35pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's neighbor reported not having captions on an incoming call.	CSR's investigation revealed that the customer's neighbor had not dialed the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's neighbor with the appropriate captioning service number. CSR placed an incoming test call to the CapTel 840 in 1-Line mode, and the customer's neighbor confirmed that they were receiving captions successfully.	09/10/2016 03:47pm	Within 24 Hours	SB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
717464	09/12/2016 02:50pm	Phone	Setup	N/A	Customer's assistant reported callers are unable to reach the customer.	CSR's investigation revealed the customer recently moved to a new location and does not know their new phone number. CSR advised contacting the telephone service provider to verify the new phone number and to ensure that the customer's telephone service is working properly. Upon follow-up, the customer's assistant confirmed the CapTel phone is working properly after the telephone service provider repaired a faulty wall jack.	09/15/2016 02:39pm	Over 48 hours	KK
717540	09/12/2016 05:46pm	Phone	Setup	N/A	Customer reported they will use the CapTel 840 in 1-Line mode with VOIP telephone service.	CSR advised customer that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/12/2016 05:57pm	Within 24 Hours	OL
717706	09/13/2016 11:43am	CapTel	Setup	N/A	Customer's daughter reported difficulties receiving captions on the CapTel 840 in 1-Line mode.	After confirming the CapTel is able to place calls without captions, the customer's daughter requested on-site assistance to continue troubleshooting the captions. CSR referred the customer's daughter to the state issuing agency to request on-site troubleshooting assistance. CSR offered further assistance as needed.	09/13/2016 11:47am	Within 24 Hours	SS
718594	09/15/2016 05:45pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported being unable to connect with captions when calling to the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer's daughter was not dialing through the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's daughter with the appropriate captioning service number.	09/15/2016 05:53pm	Within 24 Hours	BM
718628	09/15/2016 07:00pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that callers cannot always hear her when she calls them, and they are hanging up.	CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	09/15/2016 07:11pm	Within 24 Hours	SB

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718649	09/15/2016 08:42pm	Phone	Setup	N/A	Customer reported no captions on the CapTel 840 while set up in 2-Line mode.	CSR's investigation revealed that the CapTel was installed with two separate telephone lines but 2-Line mode had not been enabled in the unit's menu. CSR assisted with enabling 2-Line mode. CSR confirmed this resolved the customer's experience.	09/15/2016 09:22pm	Within 24 Hours	JAL
719925	09/20/2016 08:30pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer complained of "unintelligible" captions on the answering machine messages on the CapTel 840.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	09/20/2016 09:06pm	Within 24 Hours	DH
719701	09/20/2016 11:23am	CapTel	Setup	N/A	Customer reported heavy static on the CapTel 840.	Customer was unable to communicate with CSR. Customer stated they would contact the state issuing agency for assistance. Later, the state issuing agency reported that the customer is attempting to use the CapTel phone on digital telephone service. State issuing representative reported that they will discuss the known issues when using it on digital lines.	09/29/2016 01:15pm	Over 48 hours	JR
720231	09/21/2016 05:42pm	CapTel	Setup	N/A	Customer reported being unable to dial out on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the CapTel's phone cord was not plugged in. After plugging the CapTel's phone cord into a phone jack, the customer reported they were still unable to reach a dial tone. CSR advised customer to plug the CapTel's phone cord into a different phone jack. After two unsuccessful attempts to follow up with customer, CSR sent customer a letter reiterating the advice given and offering further assistance upon request.	10/05/2016 10:03am	Over 48 hours	CF

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720513	09/22/2016 01:46pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) in their captions on the CapTel 840.	Because communication over the phone was difficult due to audio cutting in and out, CSR sent a letter explaining that (Speaker Unclear) on their CapTel display indicates they may be speaking with someone who speaks very quickly, who is in a noisy environment or who has a heavy accent. CSR advised that this means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification.	10/04/2016 06:49pm	Over 48 hours	MK
720576	09/22/2016 04:05pm	CapTel	Setup	12028	Customer reported seeing garbled captions in an internal answering machine message on the CapTel 840 in 2-Line mode.	CSR's investigation revealed the second phone line that was intended to support the data connection for the captions was being used in the Line 1 port to carry the voice. CSR advised customer to connect the second phone line into the Line 2 port on the CapTel in order to resolve the garbled captions. Customer subsequently confirmed this resolved the experience.	09/23/2016 04:15pm	Within 48 Hours	SM
720853	09/23/2016 02:55pm	CapTel	Setup	N/A	Customer reported that the CapTel phone will not make or receive calls.	CSR's investigation revealed that the customer's telephone cord was loose in the CapTel phone. Neighbor adjusted the telephone cord to ensure it was secure. CSR and customer made test calls and confirmed that this resolved the experience.	09/23/2016 04:52pm	Within 24 Hours	HL
720773	09/23/2016 11:50am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that some incoming calls made to the CapTel 840 in 1-Line mode do not receive captions.	CSR found that the other party had not called with the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service.	09/23/2016 11:58am	Within 24 Hours	PL
721171	09/25/2016 10:23am	CapTel	Setup	N/A	Customer reported being unable to receive captions on incoming calls on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the CapTel phone was installed with a faulty triplex jack. CSR advised customer to install the CapTel phone directly to the wall jack. Customer subsequently confirmed with a test call that the CapTel received captions on incoming calls.	09/25/2016 11:05am	Within 24 Hours	EEJ

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721519	09/26/2016 04:44pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that he did not receive captions on incoming calls on the CapTel 840 in 1-line mode.	Through a test call, CSR confirmed the customer could get captions. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR followed up to confirm the customer was receiving incoming captioned calls successfully.	09/29/2016 04:54pm	Over 48 hours	CF
721711	09/27/2016 01:05pm	CapTel	Setup	N/A	Customer reported difficulty connecting with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/28/2016 01:00pm	Within 24 Hours	JC
721720	09/27/2016 01:50pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported having a difficult time calling the CapTel 840 in 1-Line mode from a specific number.	CSR's investigation revealed the caller may not be properly dialing through the captioning service number. CSR explained that the caller needs to wait for the automated message to start before dialing the home number. The customer subsequently opted out of further troubleshooting.	10/02/2016 04:36pm	Over 48 hours	CH
722350	09/29/2016 01:18pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on a specific call on the CapTel 800 in 1-Line mode.	Investigation by CSR revealed the caller did not call through the captioning service. CSR advised the customer that in 1-Line mode callers will need to first call the captioning service in order for captions to be produced. The customer stated she already had the captioning service phone number, adding that she will relay this to callers in future if captions do not appear on their calls. CSR offered further assistance as needed.	09/29/2016 01:24pm	Within 24 Hours	BMc
722307	09/29/2016 12:04pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	09/29/2016 12:12pm	Within 24 Hours	ES

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722793	09/30/2016 07:10pm	Phone	Info/Referral/Consumer Ed	N/A	Caller to a CapTel user reported that the customer did not have captions when they called the CapTel 840.	CSR's investigation revealed that the caller had not dialed the captioning service number. CSR's investigation revealed that incoming callers were likely not dialing the captioning service number. CSR explained that when using the CapTel 840 in 1-Line mode, the captions and voice are connected on the same phone line. In this mode, callers to the CapTel user would need to first dial the captioning service number and then the CapTel user's telephone number with area code followed by the pound sign in order for the CapTel user to get captions on incoming calls. CSR confirmed the caller was able to place a successfully captioned call to the CapTel 840 in 1-Line mode.	09/30/2016 07:18pm	Within 24 Hours	SB
722934	10/01/2016 04:12pm	Phone	Setup	N/A	Customer reported an inability to connect with captions on the CapTel 840.	Investigation by CSR revealed that the phone jack is defective. CSR referred the customer to the telephone service provider for assistance repairing the jack. The customer elected to do so at a later date and stated they would contact CapTel Customer Service for further assistance as needed.	10/01/2016 04:19pm	Within 24 Hours	EJ
723726	10/04/2016 05:11pm	CapTel	Info/Referral/Consumer Ed	N/A	Customer reported no captions on incoming calls to the CapTel 840.	CSR's investigation revealed that the callers are not using the California state captioning service number first. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number and confirmed via test call that captions were working as intended.	10/04/2016 05:23pm	Within 24 Hours	DH
724024	10/05/2016 03:32pm	Phone	Setup	N/A	State outreach representative reported the customer has digital telephone service.	CSR advised customer that the CapTel 840 is not designed for digital service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/05/2016 03:40pm	Within 24 Hours	JAL

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724348	10/06/2016 02:33pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on a previous incoming call to the CapTel 840 in 1-Line mode.	CSR's investigation revealed the caller did not call through the captioning service. Through test calls, CSR confirmed the CapTel was successfully connecting with captions when callers dial through the captioning service.	10/06/2016 02:42pm	Within 24 Hours	JAL
724474	10/06/2016 06:19pm	CapTel	Service	N/A	Customer reported seeing "Waiting for a CapTel operator" on a call.	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	10/06/2016 06:29pm	Within 24 Hours	JAL
724510	10/06/2016 07:36pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls to the CapTel 800 in 1-Line mode.	CSR's investigation revealed the callers are not dialing through the captioning service. After confirming the CapTel was successfully connecting to captions on incoming calls, CSR explained the dialing procedure for reaching a CapTel 800 in 1-Line mode with captions.	10/06/2016 07:44pm	Within 24 Hours	JAL
724691	10/07/2016 01:37pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer stated that when she places an outbound call to an answering machine she doesn't have time to give the CA disclaimer that there is someone on the line.	CSR advised customer that it is not necessary to state the third party announcement when calling to an answering machine. CSR sent customer further information via a US Mail communication.	10/11/2016 04:00pm	Over 48 hours	MMo
725170	10/09/2016 10:08pm	CapTel	Setup	N/A	Customer's husband reported captions disconnecting as well as audio cutting in and out while using the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's husband that the CapTel Phone 840 is not designed for fiber optic telephone service and advised customer's son to acquire a standard analog phone line to support CapTel. Also discussed the option of using a CapTel 840i.	10/09/2016 10:18pm	Within 24 Hours	JB
726055	10/12/2016 02:25pm	CapTel	Setup	N/A	Customer's son reported that the captions on the CapTel 840 are coming through completely garbled.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/12/2016 02:45pm	Within 24 Hours	BJB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
726442	10/13/2016 03:17pm	Phone	Service	10638	Customer's daughter reported inaccurate captions appearing on the CapTel 840 in 1-Line mode.	CSR apologized for the incident and thanked the customer's daughter for the feedback. CSR proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, CSR explained to the customer that the call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, and the CA supervisor will increase monitoring frequency for the CA to ensure consistent quality performance.	10/31/2016 03:56pm	Over 48 hours	KK
726450	10/13/2016 03:17pm	Phone	Setup	N/A	Customer's daughter reported the CapTel 840 Captions button does not turn on when callers call through the captioning service number.	CSR's investigation revealed that the customer's telephone lines would not properly support the caption data for the CapTel phone. CSR referred the customer's daughter to their telephone service provider to ensure the customer has fully functioning and wholly analog telephone service. As CSR was unable to maintain consistent contact with the daughter or the customer, a letter was sent to the customer reiterating previous advice given and providing additional troubleshooting tips, such as trying the CapTel at another wall jack or replacing the phone cord. CSR also offered further assistance upon request.	10/31/2016 03:56pm	Over 48 hours	KK
726815	10/14/2016 07:46pm	CapTel	Setup	N/A	Customer reported being cut off while talking to her daughter on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for use with digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/14/2016 07:50pm	Within 24 Hours	SB
726668	10/14/2016 12:55pm	CapTel	Setup	N/A	Customer reported that captions stop in the middle of conversations on the CapTel 800.	CSR found that a difficulty with the phone cord or phone jack was preventing the CapTel from maintaining a connection to the captioning service. CSR later advised the customer to test the CapTel phone with a different phone cord or from a different phone jack. The customer opted out of further assistance at this time, choosing instead to contact the state distribution agency.	10/28/2016 05:28pm	Over 48 hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
727003	10/15/2016 11:21pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported difficulties placing international calls on the 840.	CSR confirmed that the analog CapTel phone can place international calls and provided tips on international calling. CSR followed up, and customer confirmed being able to call her relatives internationally successfully.	10/27/2016 06:40pm	Over 48 hours	LK
728232	10/16/2016 03:37pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported calls disconnecting when making outgoing calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer is calling through the captioning service number when the party they are trying to reach does not use an analog model of CapTel phone. CSR sent the customer a letter explaining that they should only call through the captioning service number if the other party uses a CapTel phone and further explained that their calls will disconnect after a minute or a few seconds if they call through the captioning service number when the other party does not answer on a CapTel phone.	10/20/2016 10:15am	Over 48 hours	KK
727118	10/16/2016 03:42pm	CapTel	Setup	N/A	Customer's daughter reported the customer has a digital cable telephone service provider.	CSR advised customer's daughter that the CapTel 840 is not designed for use with digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/16/2016 04:35pm	Within 24 Hours	MK
727152	10/16/2016 09:08pm	Phone	Setup	N/A	Customer reported garbled captions on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the CapTel's phone cord was loosely connected to the CapTel and the telephone wall jack. CSR advised the customer to disconnect and reconnect the phone cord's connection to the CapTel and the telephone wall jack to ensure a proper connection. Customer confirmed that this resolved the experience.	10/16/2016 09:33pm	Within 24 Hours	SO
727485	10/17/2016 06:15pm	CapTel	Setup	N/A	Customer's assistant reported being unable to connect with captions on the CapTel 840.	CSR offered troubleshooting assistance, but the customer's assistant explained that the customer will be contacting the state equipment program for further assistance. Upon follow-up, the customer confirmed the CapTel phone is now working properly after the state equipment program replaced the AC power adapter to the phone.	10/20/2016 03:22pm	Over 48 hours	MKC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
727312	10/17/2016 12:48pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's social worker reported incoming calls are not working on the CapTel phone.	Investigation by CSR found that the other party is not calling through the service. CSR informed the customer's social worker that in order for the customer to receive incoming calls with captions, the other party would need to dial a toll free captioning service number first.	10/17/2016 01:01pm	Within 24 Hours	TJ
727670	10/18/2016 01:05pm	CapTel	Setup	N/A	The customer inquired about using the CapTel 840 with a digital cable provider.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/18/2016 01:12pm	Within 24 Hours	MS
728065	10/19/2016 03:00pm	CapTel	Setup	N/A	Customer's assistant reported difficulty connecting with captions on the CapTel 200.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's assistant that the CapTel 200 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/19/2016 03:07pm	Within 24 Hours	CBe
728104	10/19/2016 04:05pm	Phone	Setup	N/A	The customer's assistant reported the CapTel 840 in 1-Line mode was not receiving a dial tone.	CSR's investigation revealed the CapTel 840 in 1-Line mode had a phone cord connected to a telephony modem with no power. CSR advised the customer's assistant to power the modem back on. CSR then placed a test call, and the customer's assistant confirmed successfully answering the call and receiving captions.	10/19/2016 04:27pm	Within 24 Hours	CH
728106	10/19/2016 04:05pm	CapTel	Setup	N/A	The customer's assistant reported the CapTel 840 is not receiving a dial tone through their VOIP provider.	CSR advised customer's assistant that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/19/2016 04:27pm	Within 24 Hours	CH
728440	10/20/2016 04:20pm	Phone	Setup	N/A	Customer's assistant reported difficulty connecting to captions on the CapTel 840 in 2-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/20/2016 04:35pm	Within 24 Hours	EEJ

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
728698	10/21/2016 02:00pm	CapTel	Setup	N/A	Customer's assistant reported that the customer was unable to call out because the CapTel's screen had been displaying "Please stay on the line your captions will be available shortly" since 9 AM this morning.	CSR's investigation revealed that the CapTel's phone cord had been cut in half. CSR advised customer's assistant to obtain a new phone cord for the CapTel. CSR later confirmed the CapTel 840 was being used and connecting to captions successfully.	10/21/2016 04:27pm	Within 24 Hours	ES
728688	10/21/2016 02:04pm	CapTel	Setup	N/A	While registering the customer's long distance carrier, CSR discovered the carrier is a cable service provider.	CSR confirmed customer was aware that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/21/2016 02:12pm	Within 24 Hours	RL
728796	10/21/2016 07:24pm	Phone	Setup	N/A	Customer's telephone technician reported that the CapTel 840 was unable to dial out with captions after a change in the telephone service.	CSR's investigation revealed that the customer was attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/21/2016 07:33pm	Within 24 Hours	JAL
729064	10/23/2016 03:36pm	Phone	Setup	N/A	While registering the long distance provider, CSR discovered that the CapTel 800 in 1-Line mode is connected to a digital phone service.	CSR advised customer that the CapTel 800 in 1-Line mode is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	10/23/2016 04:01pm	Within 24 Hours	CH
729060	10/23/2016 03:45pm	Phone	Setup	N/A	The customer's daughter reported the CapTel 800 was not receiving a dial tone.	CSR's investigation revealed the CapTel 800 did not have a phone cord connected to it. CSR advised the customer's daughter to connect a phone cord from Line 1 to a wall-jack. CSR placed a test call, and the customer's daughter confirmed successfully answering the CapTel.	10/23/2016 04:01pm	Within 24 Hours	CH
729647	10/25/2016 02:35pm	Phone	Setup	N/A	Customer's wife called for assistance with the CapTel 840 and confirmed using the phone with a VOIP phone line.	CSR advised customer that the CapTel 840 is not designed for VOIP usage and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR sent customer further information via a US Mail communication.	10/26/2016 04:30pm	Within 48 Hours	MMc

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
730097	10/26/2016 06:03pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 in 1-Line mode isn't getting captions during incoming calls.	CSR's investigation revealed that the CapTel was installed with two separate telephone lines but 2-Line mode had not been enabled in the unit's menu. CSR assisted with enabling 2-Line mode. Customer's assistant confirmed that the CapTel is successfully connecting to captions during incoming calls.	10/26/2016 06:27pm	Within 24 Hours	CR
730693	10/28/2016 05:45pm	CapTel	Setup	N/A	Customer's son reported being unable to connect to captions on the CapTel 840 after switching telephone service providers.	CSR advised the customer's son to contact the new telephone provider to confirm the type of phone service customer currently has because the CapTel 840 was designed to be used on analog or DSL phone service. CSR tried to follow up with the customer by phone but was unable to do so. CSR sent a letter advising customer to confirm the line type and offering further assistance upon request.	11/02/2016 05:11pm	Over 48 hours	JR
731643	11/01/2016 04:43pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported no captions on inbound calls to the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. CSR also placed a test call through the captioning service. Customer's daughter confirmed successful connection with captions.	11/01/2016 04:48pm	Within 24 Hours	RN
731463	11/01/2016 12:02pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	11/01/2016 12:06pm	Within 24 Hours	TF
731861	11/02/2016 01:02pm	CapTel	Setup	N/A	Customer reported that sometimes there are no captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining analog telephone service or an internet model CapTel that would use the internet to support the captions.	11/02/2016 01:11pm	Within 24 Hours	EG

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
731953	11/02/2016 03:54pm	Phone	Setup	N/A	Customer's daughter reported no dial tone on the CapTel 840.	CSR's investigation revealed that the CapTel telephone cord was not plugged in. CSR advised daughter to plug in the telephone cord into the appropriate telephone jack on the CapTel phone. Daughter confirmed that this resolved the experience.	11/02/2016 04:18pm	Within 24 Hours	HL
732002	11/02/2016 06:10pm	Phone	Setup	N/A	Customer's daughter reported that they could not make or receive calls on the CapTel 840.	CSR's investigation revealed that the customer did not have active telephone service. CSR explained that the CapTel requires active telephone service in order to be used successfully with captions. Upon restoring the telephone service, CSR confirmed successful connection to captions.	11/03/2016 02:08pm	Within 24 Hours	RN
732026	11/02/2016 07:22pm	CapTel	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 800.	Investigation by CSR revealed that the customer does not have active telephone service. CSR explained that the CapTel requires active telephone service in order to be used successfully with captions.	11/02/2016 07:36pm	Within 24 Hours	BH
732294	11/03/2016 04:23pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on an incoming call to the CapTel 840.	CSR's investigation revealed the call in question had not been dialed through the captioning service. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR offered to make a test call to ensure the unit is able to receive captions on an incoming call, but customer opted out of further assistance at this time.	11/03/2016 04:30pm	Within 24 Hours	HL
732333	11/03/2016 06:01pm	Phone	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 840.	CSR's investigation revealed the phone cord had a loose connection. Customer's assistant plugged the line in tightly to the phone and the phone jack. Customer's assistant confirmed this resolved the experience.	11/03/2016 06:12pm	Within 24 Hours	ELS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
732592	11/04/2016 03:25pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported not receiving captions on a recent incoming call from his telephone service provider.	CSR's discussion with customer found that the call in question had not been dialed through the captioning service. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/08/2016 12:43pm	Over 48 hours	ST
732734	11/05/2016 10:09am	CapTel	Setup	N/A	Customer's daughter reported static on the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the static was caused by a faulty DSL filter. CSR requested a replacement filter be sent to the customer. CSR attempted to follow-up with the customer on multiple occasions, but received no response. CSR mailed a letter outlining the importance of DSL filtering and how to install DSL filters. CSR offered further assistance upon request.	12/07/2016 11:20am	Over 48 hours	CT
732981	11/06/2016 01:22pm	CapTel	Setup	N/A	Customer reported outgoing audio dropping while speaking on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions on the CapTel 840 with digital cable phone service. CSR advised customer that the CapTel 840 is designed to be used with analog phone lines and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	11/06/2016 02:12pm	Within 24 Hours	MK
733011	11/06/2016 03:29pm	CapTel	Setup	N/A	Customer reported being unable to place an outgoing call from the CapTel 840.	While offering troubleshooting assistance, the customer confirmed that they were calling from the CapTel phone and successfully connecting to captions. CSR then learned that the CapTel phone cord was previously connected to Line 2, and prior to calling to Customer Service, the customer switched the phone cord to Line 1 on the back of the CapTel phone. CSR advised the customer that the phone cord should remain connected to Line 1. The customer requested no further assistance as the CapTel phone was now working properly.	11/06/2016 03:43pm	Within 24 Hours	MKC

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733015	11/06/2016 03:55pm	Phone	Info/ Referral/ Consumer Ed	N/A	Caller reported difficulty reaching the CapTel user through the captioning service number.	CSR's investigation revealed the caller was dialing the incorrect captioning service number. CSR advised the caller to use the universal captioning service number and provided the caller with the appropriate captioning service number.	11/06/2016 04:00pm	Within 24 Hours	MKC
733077	11/06/2016 08:50pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported they did not see captions on an incoming call.	CSR's investigation revealed that callers weren't calling customer through the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/06/2016 09:00pm	Within 24 Hours	SO
733183	11/07/2016 10:59am	Phone	Setup	N/A	The customer's husband reported being unable to call out with captions from the CapTel 840 in 1-Line mode.	Investigation by CSR found that the CapTel 840 has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix. The customer confirmed successfully calling out from the CapTel in 1-Line mode.	11/07/2016 11:22am	Within 24 Hours	CH
733951	11/09/2016 01:33pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the automated message "Your Call Will Be Monitored" during calls on the CapTel 840 in California.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	11/09/2016 01:45pm	Within 24 Hours	KG
733894	11/09/2016 11:39am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported incoming calls aren't captioned on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	11/09/2016 12:46pm	Within 24 Hours	JAA

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734875	11/12/2016 07:20pm	CapTel	Setup	N/A	Customer reported no captions on incoming calls on the CapTel 840.	CSR's investigation revealed that the CapTel 840 had been switched from 2-Line mode to 1-Line mode, but the customer was still intending to use the 2-Line setup. CSR assisted the customer with correcting the settings to allow the CapTel to use 2-Line mode. CSR later confirmed that the CapTel was successfully receiving captioned calls in 2-Line mode.	11/17/2016 03:45pm	Over 48 hours	PY
734984	11/13/2016 04:26pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that captions stopped on a previous call while using the CapTel 840.	Further discussion revealed that the other party was using a mobile phone and may have been in an area of poor reception. Customer also indicated seeing a message when the other party's captions stopped, which read, "(Hung Up) Thank You Bye CA#XXXX." CSR explained the "(Hung Up) Thank You Bye CA#XXXX" message is sent automatically when the other party disconnects the call from their end. CSR further explained that captionists are unable to disconnect calls themselves.	11/13/2016 04:32pm	Within 24 Hours	SB
735626	11/15/2016 03:45pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulty reaching a specific phone number on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer was entering an extension directly after entering the phone number. CSR advised customer to wait until the call connected before entering the extension. CSR confirmed the customer was able to successfully dial the desired phone number.	11/15/2016 04:21pm	Within 24 Hours	CF
736045	11/16/2016 06:34pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported a there is a long pause before a inbound call connects to the CapTel 840 through the captioning service.	CSR explained that when calling through the toll-free captioning service and after the customer answers the CapTel phone, it would be normal to hear a recording stating, "Please hold, the person you have called will be with you shortly." CSR further explained that there will be a brief muted time while the CapTel phone is establishing a connection with the captioning service.	11/16/2016 06:40pm	Within 24 Hours	BJB.
736406	11/17/2016 07:05pm	CapTel	Setup	N/A	Customer reported frequently dropped audio on inbound and outbound calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised the customer's son that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the internet to support the captions.	11/28/2016 09:50pm	Over 48 hours	RH

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736552	11/18/2016 01:57pm	CapTel	Service	10609	Customer reported inaccurate captions on a specific call on the CapTel 840 in 2-Line mode.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	11/28/2016 01:48pm	Over 48 hours	ELS
736647	11/18/2016 05:23pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this is to comply with California state privacy laws that prohibit third parties to be on a call without all parties on the line being aware of their presence.	11/18/2016 05:29pm	Within 24 Hours	BH
736699	11/19/2016 01:15am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer daughter reported seeing the wrong word followed by a correction in captions on the CapTel 840.	CSR explained that when captionists make corrections, the corrected word(s) are displayed in brackets. There may be a delay between the wrong word(s) and the correction.	11/19/2016 08:44am	Within 24 Hours	CM
737032	11/20/2016 10:07pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter inquired about the "handset is muted" message on the CapTel 840.	CSR explained that when callers dial through the toll-free captioning service, the CapTel 840 screen will display "Handset is Muted" with a progress bar while it is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	11/20/2016 10:20pm	Within 24 Hours	PY
737314	11/20/2016 12:06pm	CapTel	Setup	N/A	Customer reported that the captions are "a jumble of letters" and captions stopping during captioned calls in 2-Line mode.	Customer requested on-site assistance and CSR assisted the customer with contacting the state issuing agency for further assistance with having a field adviser visit the customer's home to resolve the garbled captions. State issuing agency subsequently confirmed that a field adviser will contact the customer to set up an appointment.	11/22/2016 02:54pm	Over 48 hours	DF
737610	11/22/2016 06:17pm	CapTel	Setup	N/A	Customer reported not getting a dial tone on the CapTel 840.	CSR's investigation revealed the CapTel phone cord may be faulty and advised the customer to replace the phone cord. Upon follow-up, the customer confirmed the CapTel phone is working properly after making the necessary adjustments to the setup. Customer requested no further assistance.	11/22/2016 07:03pm	Within 24 Hours	MKC

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737833	11/23/2016 12:31pm	Phone	Setup	N/A	Customer's wife reported their preferred carrier of choice with a digital cable provider.	CSR advised customer's wife that the CapTel 840 is not designed for digital cable phone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/23/2016 12:44pm	Within 24 Hours	SS
738101	11/25/2016 02:47pm	CapTel	Setup	N/A	Customer's assistant reported no dial tone on the CapTel 840.	Troubleshooting revealed that the duplex jack used by the CapTel was faulty. CSR advised that the duplex jack be removed from the CapTel's setup. Customer's assistant confirmed the CapTel is now getting a dial tone.	11/25/2016 02:54pm	Within 24 Hours	PZ
738157	11/25/2016 05:45pm	CapTel	Setup	N/A	Customer reported that the CapTel 840 in 1-Line mode frequently disconnects on calls if a second caller places an incoming call to the CapTel phone while it is already in use.	CSR found that there was a call waiting feature provided by the telephone service on the line. Unfortunately, the call disconnected before CSR had a chance to explain that the CapTel phone is not compatible with the call waiting feature. CSR attempted to contact the customer on several separate occasions to discuss this, but was not to reach the customer. CSR subsequently sent the customer a letter describing in detail how the call waiting feature affects the CapTel phone.	12/01/2016 05:04pm	Over 48 hours	PL
738437	11/27/2016 03:31pm	Phone	Setup	N/A	Customer's daughter reported intermittently being unable to place or receive captioned calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/27/2016 04:14pm	Within 24 Hours	AJ
738678	11/28/2016 01:58pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that the other party is not able to hear her.	CSR found that there are brief moments of silence while the customer is reading the captions, which is causing the other party to think the customer is no longer on the line. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR conducted test call with customer to practice above tips.	11/28/2016 02:03pm	Within 24 Hours	TJ

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738731	11/28/2016 03:07pm	CapTel	Setup	N/A	The customer reported a crackling noise on the CapTel 800 in 1-Line mode.	Extensive troubleshooting revealed there may be damage on the CapTel unit or something in the setup causing the static. The customer subsequently requested in-home assistance and CSR referred the customer to the appropriate state program for further assistance with getting the unit checked for damage and replacing it if needed.	12/02/2016 01:48pm	Over 48 hours	MS
738572	11/28/2016 10:50am	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer reported their callers cannot hear them on the CapTel 840.	Investigation found that there are brief moments of silence while the customer is reading captions. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. CSR attempted to conduct a test call with customer to practice the above tips, but they opted out of further assistance confirming they understood how it works.	11/28/2016 10:55am	Within 24 Hours	MS
738994	11/29/2016 12:55pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that when a call comes through there is no one on the line or the caller cannot hear them on the CapTel 840.	CSR's investigation revealed the customer was hanging up as they were hearing no audio while the captions were still connecting for the incoming call. CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	12/02/2016 05:43pm	Over 48 hours	BJB
739424	11/30/2016 02:47pm	Phone	Setup	N/A	Customer reported difficulty dialing out on the CapTel 840.	CSR's investigation revealed that the VCO mode was on in the CapTel. CSR assisted the customer with turning the VCO mode off. CSR confirmed this adjustment resolved the customer's experience.	11/30/2016 03:02pm	Within 24 Hours	EG
739469	11/30/2016 03:56pm	CapTel	Setup	N/A	Customer's daughter reported the CapTel 840 was having difficulty connecting with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's daughter that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	11/30/2016 04:01pm	Within 24 Hours	RL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
740462	12/04/2016 02:07pm	CapTel	Setup	N/A	Customer reported occasional drops of the audio and the captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/04/2016 02:15pm	Within 24 Hours	EEJ
740429	12/04/2016 10:50am	CapTel	Setup	N/A	The customer reported that the CapTel 840 in 2-Line mode was not receiving captions.	CSR's investigation revealed that the wall-jack into which the CapTel 840's second line connected was faulty. CSR advised the customer to move the CapTel to a different wall-jack. CSR placed multiple test calls, and the customer confirmed that this resolved the experience. CSR further advised the customer to contact the telephone service provider for further assistance with repairing the faulty wall-jack.	12/07/2016 11:49am	Over 48 hours	CH
740903	12/05/2016 09:15pm	CapTel	Setup	N/A	Customer reported audio dropping on the CapTel 840.	CSR determined that when the customer moved some of the attached cords, the audio would cut out. CSR attempted to have the customer troubleshoot the setup and replace cords, but customer was not able and requested on site assistance. CSR referred customer to the state issuing agency for further assistance scheduling an on-site visit to troubleshoot the CapTel.	12/05/2016 09:17pm	Within 24 Hours	AJ
743966	12/05/2016 09:15pm	CapTel	Setup	N/A	Customer reported audio dropping on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital telephone use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/15/2016 12:00pm	Over 48 hours	BC
740654	12/05/2016 11:34am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported incoming calls are not captioned on the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service.	12/05/2016 11:45am	Within 24 Hours	JAA

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
740662	12/05/2016 11:55am	Email	Setup	N/A	Customer reported trouble getting captions to show up on the screen of his computer with his CapTel USB.	CSR's investigation revealed that the computer's security settings were preventing the drivers for the CapTel 200 USB from being installed. CSR sent the customer an email with instructions on how to temporarily adjust the security settings to allow for the installation of the required drivers. CSR offered further assistance as needed.	12/05/2016 12:07pm	Within 24 Hours	TS
741277	12/06/2016 07:28pm	CapTel	Service	N/A	Customer reported that on a call with her doctor some numbers he was providing were not captioned correctly. Customer also reported that she was hung up on while on hold.	CSR apologized for the incident and thanked the customer for bringing their experience to our attention. CSR attempted to gather more details about the call so that further follow-up could be performed with the assisting CA, but the customer was unable to provide further detail. CSR confirmed that there have been no disconnections or hang-ups initiated by the call center on any of the customer's recent calls, which heavily suggests that the line was disconnected by the other party on the line. CSR suggested customer document the date, time, and CA # of any future calls wherein accuracy concerns arise so that further investigation may be performed. CSR subsequently sent customer a letter reiterating the advice given and offering further assistance upon request.	12/11/2016 03:54pm	Over 48 hours	BH
741944	12/08/2016 04:48pm	CapTel	Setup	N/A	Customer's assistant reported being unable to place outgoing calls with captions on the 800 in 1-Line mode.	CSR's investigation revealed that the customer has a single phone line but the CapTel was set to 2-line mode. CSR guided the assistance through the process of setting the CapTel to 1-line mode. Customer's assistant confirmed the CapTel is able to successfully place outgoing captioned calls on the CapTel 800.	12/08/2016 05:03pm	Within 24 Hours	CF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
742974	12/12/2016 07:25pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing (Speaker Unclear) when trying to retrieve a phone number from a recent message and requested that CSR retrieve this telephone number from the message.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. CSR suggested customer re-caption the message if needed. CSR also explained to customer that for their privacy, CapTel does not have access to their captioned conversations, thus we are unable to retrieve information from captioned conversations.	12/13/2016 04:54pm	Within 24 Hours	SO
743209	12/13/2016 02:59pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that inbound calls to the CapTel 800 were not captioned.	CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/13/2016 03:05pm	Within 24 Hours	EG
743865	12/15/2016 01:42pm	CapTel	Setup	N/A	Customer reported occasional difficulty placing outgoing captioned calls on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	12/15/2016 04:14pm	Within 24 Hours	CF
744259	12/16/2016 05:20pm	CapTel	Setup	N/A	State-issuing agency representative reported that the customer had a second phone line installed and they were unable to call out on the CapTel 840.	CSR's investigation revealed that 2-Line mode had not been enabled in the CapTel's menu. CSR assisted with enabling 2-Line mode. Agency representative confirmed this resolved the customer's experience.	12/16/2016 05:30pm	Within 24 Hours	ES
744271	12/16/2016 05:53pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's son reported no captions for incoming calls on the CapTel 840.	CSR explained that in order for the CapTel 200 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/16/2016 06:05pm	Within 24 Hours	ELS

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
744442	12/17/2016 03:44pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing "Speaker Unclear" on the CapTel 840 during an answering machine message.	CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display.	12/17/2016 03:55pm	Within 24 Hours	PZ
744785	12/19/2016 01:00pm	CapTel	Setup	N/A	Customer registered a digital cable telephone service provider as the carrier of choice for the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and advised customer of the known difficulties associated with using the CapTel 840 with this type of service.	12/19/2016 01:19pm	Within 24 Hours	CF
744729	12/19/2016 11:20am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported to two recent inbound calls to the CapTel 840 were not captioned.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/19/2016 11:30am	Within 24 Hours	EG
745459	12/21/2016 01:55pm	CapTel	Setup	N/A	Customer's husband reported being unable to place outbound captioned calls from the CapTel 840 in 1-Line mode.	Further discussion revealed that the customer's phone line requires a dialing prefix to reach an outside line. CSR assisted the customer with programming a dialing prefix for outbound captioned calling. Customer's husband confirmed this adjustment resolved the experience.	12/21/2016 02:06pm	Within 24 Hours	CR
745520	12/21/2016 03:43pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's neighbor reported no captions on inbound calls to the CapTel 840 in 1-Line mode.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	12/21/2016 03:46pm	Within 24 Hours	RN
745904	12/22/2016 08:02pm	Phone	Setup	N/A	Customer's assistant reported the CapTel was unable to make or receive calls.	CSR's investigation revealed an extension phone was off the hook causing the line to ring busy. Once the extension phone was hung up CSR verified the CapTel was operating normally.	12/22/2016 08:18pm	Within 24 Hours	SO

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
747079	12/28/2016 04:50pm	CapTel	Setup	N/A	While registering the customer's carrier of choice, program representative reported that the CapTel 840 is used with digital cable lines.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR sent a letter confirming registration and advised customer that the CapTel 840 is not designed for digital cable use and recommended them to obtain an Internet model CapTel which uses the Internet to support the captions.	12/28/2016 04:55pm	Within 24 Hours	RH
747268	12/29/2016 02:10pm	Phone	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's investigation found that the CapTel had lost power due to a faulty power outlet. CSR advised moving the CapTel's AC adapter into a working outlet. Customer confirmed the CapTel is now operational and connecting to captions.	12/29/2016 02:19pm	Within 24 Hours	KG
747317	12/29/2016 04:12pm	Phone	Setup	N/A	Customer's grandson reported the CapTel 840 would not ring when called and had no dial tone.	Troubleshooting revealed that the phone cord for the CapTel was connected to the Line 2 port on the CapTel. CSR advised moving the phone cord to the Line 1 port. Customer's grandson confirmed this resolved the experience.	12/29/2016 04:26pm	Within 24 Hours	SAB
747174	12/29/2016 10:35am	Mail	Service	N/A	Customer wrote that the captions take getting used to and some auto answer messages do not make sense.	CSR attempted to reach customer via phone on two successive calls and offered ongoing assistance via telephone messages. Since CSR was unable to speak with customer directly to gather further details regarding set up and type of phone service, CSR subsequently sent customer a letter via US Mail thanking the customer for bringing their experience to our attention, explaining the captioning process, and suggesting customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR offered customer ongoing assistance.	01/03/2017 02:00pm	Over 48 hours	MMo
747510	12/30/2016 12:24pm	CapTel	Setup	N/A	Customer reported using the CapTel 840 in 1-Line mode with VOIP telephone service.	CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/30/2016 12:31pm	Within 24 Hours	BM

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
748475	01/03/2017 04:20pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported not getting captions on inbound calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that callers to the CapTel user were not calling through the captioning service. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number.	01/03/2017 04:33pm	Within 24 Hours	PZ
749146	01/05/2017 02:09pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's son reported not having captions on incoming calls placed to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that callers were not dialing the captioning service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number. Customer's son placed an incoming test call to the CapTel 840 in 1-Line mode and confirmed that they were receiving captions successfully.	01/05/2017 02:36pm	Within 24 Hours	LB
749248	01/05/2017 07:03pm	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/05/2017 07:24pm	Within 24 Hours	BH
749546	01/06/2017 06:09pm	CapTel	Setup	N/A	Customer reported not having captions on the CapTel 840.	CSR's investigation revealed that the telephone cord was not securely connected to the CapTel 840. CSR advised connecting the phone line securely. Later, customer's daughter firmly reconnected the telephone cord to the CapTel and confirmed that this adjustment resolved their experience.	01/09/2017 06:22pm	Over 48 hours	AJ
751201	01/12/2017 04:19pm	CapTel	Setup	N/A	Customer's husband reported that audio was distorted while using the CapTel 800 in 1-Line mode.	CSR's investigation revealed that the CapTel's Line 1 port had a duplex jack installed containing the CapTel's phone cord as well as a cord to an extension phone. CSR advised the customer's husband to remove the duplex jack and install the CapTel's phone cord directly to the Line 1 port on the back of the phone. Customer's husband confirmed this adjustment resolved their experience.	01/12/2017 04:33pm	Within 24 Hours	CR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
751821	01/15/2017 12:02am	Phone	Info/ Referral/ Consumer Ed	N/A	The customer reported issues with incoming calls on the 840.	CSR's investigation found that incoming callers were not dialing through the Captioning Service Number. CSR attempted to follow up with the customer but was unsuccessful. CSR sent the customer a letter advising that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service and provided customer with the appropriate captioning service number.	01/18/2017 01:22pm	Over 48 hours	LK
752138	01/16/2017 01:18pm	Phone	Setup	N/A	Customer's husband reported difficulty placing calls on the CapTel 840.	Investigation by CSR found that the CapTel has a mistaken dialing prefix programmed into the menu. CSR assisted the customer with removing the mistaken dialing prefix and confirmed this adjustment resolved the experience.	01/16/2017 01:30pm	Within 24 Hours	KG
752168	01/16/2017 02:14pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulty dialing out on the CapTel 800.	Investigation by CSR found that the customer is having difficulty entering all digits of the telephone number before the call is connected. CSR advised customer to start dialing as soon as the receiver is picked up and to dial the entire phone number.	01/16/2017 02:30pm	Within 24 Hours	JB
752564	01/17/2017 03:51pm	Phone	Setup	N/A	Customer reported being unable to dial out with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/18/2017 05:48pm	Within 48 Hours	LB
752826	01/18/2017 01:54pm	Mail	Info/ Referral/ Consumer Ed	N/A	Customer sent a letter reporting that she connects with captions on outgoing calls but not incoming calls.	CSR confirmed that customer is using the phone in 1-Line mode and does not want to obtain a second line to use the phone in 2-Line mode. CSR explained that in order to receive captions on the CapTel 840 in 1-Line mode, callers would need to dial the toll free number for the captioning service first. CSR also discussed the option of obtaining an internet-based model phone where the callers would not need to dial the toll free number for the captioning service first.	01/18/2017 03:12pm	Within 24 Hours	DF

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
752836	01/18/2017 01:54pm	Mail	Setup	N/A	Customer is using the CapTel 840 on a digital cable phone line.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/18/2017 03:12pm	Within 24 Hours	DF
752883	01/18/2017 04:55pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported not getting captions during inbound calls on the CapTel 800 in 1-Line mode.	CSR's investigation revealed callers are not dialing through the captioning service. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's daughter with the appropriate captioning service number.	01/18/2017 05:00pm	Within 24 Hours	OL
752719	01/18/2017 11:24am	CapTel	Setup	N/A	Customer reported continued difficulties placing outbound captioned calls from the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/18/2017 11:42am	Within 24 Hours	PL
753140	01/19/2017 01:06pm	CapTel	Setup	N/A	The state program installer reported difficulty connecting with captions after installing the CapTel 840 in 2-Line mode.	CSR's investigation revealed the state program installer had the phone lines switched that connect to the Line 1 and Line 2 ports on the CapTel unit. CSR advised the state program installer to switch the phone cords connecting the analog phone line to the line 2 port and the non-analog line to the Line 1 port. CSR placed a test call, and the state program installer confirmed the captions are connecting successfully.	01/19/2017 01:26pm	Within 24 Hours	MS
754130	01/23/2017 03:33pm	Phone	Setup	N/A	Customer's assistant reported not being able to connect to captions on the CapTel 840.	CSR's investigation revealed that the CapTel phone cord was connected to a faulty phone jack. CSR advised the customer to move the phone to a properly functioning phone jack and referred the customer to the telephone service provider for assistance with repairing the faulty jack. CSR subsequently confirmed the CapTel is able to connect to captions successfully.	01/24/2017 12:05pm	Within 24 Hours	CE

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
754141	01/23/2017 03:34pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported that they see "Handset is Muted" on an incoming captioned call in 1-Line mode.	CSR informed customer when the other party calls through the captioning service, it will be normal to see "Handset is Muted" while the CapTel phone is making a connection to the captioning service. CSR advised customer to remain on the line and the captions will connect momentarily.	01/23/2017 03:59pm	Within 24 Hours	TJ
754768	01/25/2017 01:53pm	CapTel	Setup	N/A	Telephone service technician reported the customer has VOIP telephone service and inquired if the CapTel 840 would work on this type of line.	CSR advised customer that the CapTel 840 is not designed for VOIP service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	01/25/2017 02:01pm	Within 24 Hours	RS
755508	01/27/2017 05:25pm	CapTel	Setup	N/A	Customer reported that his phone calls are disconnecting on the CapTel 840.	CSR's investigation revealed that the customer had connected a heavy-duty electrical device near the CapTel phone. Customer later reported that he moved this device away from the location of the CapTel 840 and confirmed that the CapTel was no longer experiencing disconnections on calls.	01/28/2017 09:38pm	Within 48 Hours	PY
757909	02/06/2017 01:44pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing "Handset is Muted" on the screen of the CapTel on an incoming call.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	02/06/2017 01:52pm	Within 24 Hours	EEJ
757972	02/06/2017 03:06pm	CapTel	Setup	N/A	Customer reported that the captions were stopping and she was experiencing garbled captions on the CapTel 840.	CSR's investigation revealed the CapTel 840 and a telephone ringer were sharing the phone jack using a duplex jack. CSR advised customer to replace the duplex jack. As CSR's repeated follow up attempts were unsuccessful, CSR mailed customer a letter with information and tips to resolve her experience, and offered ongoing assistance.	02/15/2017 10:02am	Over 48 hours	ES

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
758648	02/08/2017 12:11pm	CapTel	Setup	N/A	Customer reported no captions on outgoing calls while using the CapTel 800 in 2-Line mode.	CSR's troubleshooting revealed the customer's second phone line was not plugged into an active telephone jack. After extensive troubleshooting, CSR referred the customer to the telephone service provider to request assistance with connecting Line 2 to an active jack. As attempts at follow up with the customer were unsuccessful, CSR sent them a letter with specific setup instructions for setting up the CapTel in 2-Line mode and offered further assistance upon request.	03/02/2017 04:19pm	Over 48 hours	CE
759689	02/11/2017 08:49pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's granddaughter reported that the CapTel 800 in 1-Line mode did not connect with captions on the previous incoming call.	Investigation revealed that the previous caller did not call the toll free captioning service number. CSR advised granddaughter that all callers need to call the toll free captioning service number for the CapTel in 1-Line mode to connect with captions. Granddaughter confirmed this resolved the experience.	02/11/2017 08:53pm	Within 24 Hours	TH
759532	02/11/2017 10:45am	CapTel	Setup	N/A	Customer reported difficulty connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital telephone service. CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions. CSR also sent a letter reiterating this advice.	03/01/2017 08:05am	Over 48 hours	EG
761091	02/16/2017 03:29pm	Mail	Setup	N/A	Customer reported parts of the caption conversations were missing on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/16/2017 04:09pm	Within 24 Hours	CBe
762295	02/21/2017 03:13pm	CapTel	Setup	N/A	Customer's daughter reported that they weren't hearing any dial tone or audio on the CapTel 840 in 1-Line mode, but she was getting captions.	CSR's investigation revealed the CapTel 840's phone cord was connected directly to an external answering machine. CSR explained that the CapTel 840 has a built-in answering machine and daughter confirmed they wanted to use the CapTel's answering machine instead. CSR advised daughter to connect the CapTel's phone cord directly to the phone jack. CSR placed test calls and customer's daughter confirmed this resolved the experience.	02/21/2017 03:50pm	Within 24 Hours	ES

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
762561	02/22/2017 02:26pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840.	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer desires no further follow-up regarding the call in question. CSR offered further assistance upon request.	02/22/2017 02:33pm	Within 24 Hours	MK
762832	02/23/2017 12:50pm	CapTel	Setup	N/A	Customer reported calls intermittently disconnecting on the CapTel 840.	CSR's investigation found that the phone cord was not installed directly into a phone jack in the wall. CSR advised the customer to request assistance from a helper to adjust the setup to have the telephone cord go directly to a fully functioning telephone jack in the wall. As CSR's repeated attempts to follow-up with the customer were unsuccessful, a letter was sent offering further assistance as needed.	02/28/2017 11:12am	Over 48 hours	KG
763287	02/24/2017 06:02pm	CapTel	Setup	N/A	Customer reported that audio cut out while speaking on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/24/2017 06:20pm	Within 24 Hours	CF
763818	02/27/2017 02:27pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's stepson reported the CapTel 840 was not connecting with captions for a previous inbound call.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided the customer's stepson with the appropriate captioning service number.	02/27/2017 02:44pm	Within 24 Hours	MKC
763823	02/27/2017 02:27pm	CapTel	Setup	N/A	Customer's stepson reported no captions during a previous call on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/27/2017 02:46pm	Within 24 Hours	MKC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
763939	02/27/2017 08:40pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer' daughter inquired about the text prompt on the CapTel's display screen reminding CapTel users in California to inform other parties that there is an operator on the call.	CSR explained that this notification is to comply with California state laws that prohibit third parties to be on a call without all parties on the line being aware of their presence and is an indicator that the customer should notify the person being called that there is a third party that is listening to them and captioning their words.	02/27/2017 08:45pm	Within 24 Hours	SO
763746	02/27/2017 12:10pm	Phone	Setup	N/A	Customer's daughter reported that call disconnect on the CapTel 840 in 1-Line mode and that captions did not connect.	CSR's investigation revealed that the CapTel phone was installed with multiple duplex jacks. CSR advised customer's daughter to move the CapTel phone to it's own phone jack. Customer's daughter subsequently confirmed that the CapTel stayed connected to captions and that the situation was resolved.	02/27/2017 08:58pm	Within 24 Hours	EEJ
764503	03/01/2017 03:59pm	CapTel	Setup	N/A	Customer reported difficulties dialing out on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR sent the customer a letter explaining that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/01/2017 04:30pm	Within 24 Hours	JAA
764317	03/01/2017 09:27am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported difficulties reaching directory assistance from the CapTel 840 in 1-Line mode.	CSR provided instructions on how to dial local directory assistance from a CapTel 840 in 1-Line mode. Customer confirmed he was able to reach directory assistance while following CSR's instructions but ended the call opting out of further assistance at this time confirming he will be getting an 840i model instead.	03/01/2017 02:32pm	Within 24 Hours	CS
765743	03/06/2017 01:26pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported captions would turn off when people would call into the CapTel 840.	CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	03/06/2017 01:57pm	Within 24 Hours	MKC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
765753	03/06/2017 01:35pm	Chat	Setup	N/A	Customer reported that the CapTel 840 powered down intermittently.	CSR's investigation revealed that the surge protector that the CapTel phone was using was faulty. CSR advised customer to plug the AC adapter of the CapTel phone into a new outlet or surge protector. Customer later confirmed that this resolved the experience.	03/14/2017 05:15pm	Over 48 hours	EEJ
765808	03/06/2017 03:43pm	CapTel	Setup	N/A	Customer reported calls dropping while speaking on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/06/2017 04:01pm	Within 24 Hours	CF
766151	03/07/2017 03:15pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported difficulty connecting consistently to captions on the CapTel 840.	CSR's investigation revealed that the daughter was not calling through the captioning service. CSR explained that in order for the customer to receive captions, the callers first have to call through the California captioning service and then enter the customer's phone number.	03/16/2017 11:21am	Over 48 hours	PZ
766167	03/07/2017 03:32pm	Phone	Setup	N/A	State outreach representative reported the customer has digital telephone service while using the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/07/2017 03:39pm	Within 24 Hours	JAL
768144	03/13/2017 06:23pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on a previous incoming call to the CapTel 840 in 1-Line mode.	CSR's investigation revealed caller did not dial through the captioning service. After placing a test call to confirm the customer could connect with captions on an incoming call when properly dialing through the captioning service, CSR explained the dialing procedure for dialing through the captioning service to reach a CapTel 840 user in 1-Line mode with captions.	03/13/2017 06:31pm	Within 24 Hours	JAL
768184	03/13/2017 08:28pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions on incoming calls while using the CapTel 840 in 1-Line mode.	CSR's investigation revealed the caller was not dialing through the captioning service. After confirming the CapTel was successfully connecting to captions when callers dial through the captioning service, CSR explained the proper dialing procedure to reach a CapTel 840 user in 1-Line mode with captions.	03/13/2017 08:39pm	Within 24 Hours	JAL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
768507	03/14/2017 03:48pm	CapTel	Setup	N/A	Customer's assistant reported using a VOIP telephone carrier as their long distance provider.	CSR advised customer's assistant that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/14/2017 03:58pm	Within 24 Hours	CBe
768929	03/15/2017 04:15pm	CapTel	Setup	N/A	Customer reported audio drops during calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable service use and recommended obtaining analog telephone service to support the CapTel 840 in 1-Line mode.	03/15/2017 04:18pm	Within 24 Hours	TF
769358	03/16/2017 06:30pm	CapTel	Setup	N/A	Customer's assistant reported that the customer is unable to connect to captions during outbound calls placed on the CapTel 800.	CSR's investigation revealed that the CapTel was programmed to operate in 2-Line mode. CSR pushed an over-the-wire software update to the CapTel to program the phone to operate in 1-Line mode. CSR subsequently confirmed successful connection to captions on outbound calls.	03/16/2017 06:50pm	Within 24 Hours	RN
769586	03/17/2017 03:02pm	Phone	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported difficulties reaching the CapTel 840 in 1-Line mode with captions.	CSR's investigation revealed the customer's daughter was dialing the captioning service number and the customer's number all at once. CSR explained the proper dialing procedure when placing calls through the captioning service and confirmed the daughter was able to reach the CapTel with captions.	03/17/2017 03:17pm	Within 24 Hours	OL
770773	03/21/2017 06:59pm	CapTel	Setup	N/A	Customer's son reported being unable to make or receive calls and captions when using the Captioning Service number on the CapTel 840.	Investigation by CSR revealed that the customer had DSL service and wasn't filtering all of their devices properly. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Customer's son confirmed he was able to install DSL filters. He is able to make and receive phone calls with captions successfully.	03/22/2017 02:06pm	Within 24 Hours	ELS
771106	03/22/2017 03:54pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's assistant reported that the customer had not received captions on a previous incoming call.	CSR found that the assistant had forgotten to use the captioning service number to reach the customer. The assistant confirmed that he knew the captioning service number and understood the dialing process, but had forgotten to use it on the previous incoming call. CSR offered additional assistance on request.	03/22/2017 03:59pm	Within 24 Hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
771977	03/25/2017 02:00pm	CapTel	Setup	N/A	While registering customer's preferred long distance provider, CSR found that the customer has digital cable telephone service.	CSR advised customer's son that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/25/2017 02:08pm	Within 24 Hours	SM
773271	03/29/2017 02:05pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's friend reported that an incoming call was not captioned.	CSR found that the customer's friend did not call through the toll free captioning service number. CSR advised customer's friend that in order to receive captions in 1-Line mode, the other party would need to dial a toll free captioning service number first. CSR also provided the correct toll free captioning service to the friend.	03/29/2017 02:12pm	Within 24 Hours	TJ
773817	03/30/2017 06:31pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 is being used with digital telephone service.	CSR advised customer that the CapTel 840 is not designed for digital telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/30/2017 06:49pm	Within 24 Hours	CF
774098	03/31/2017 03:47pm	CapTel	Setup	N/A	Customer's daughter registered a VOIP telephone service provider as the carrier of choice for the CapTel 840.	CSR advised that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	03/31/2017 03:54pm	Within 24 Hours	OL
774018	03/31/2017 12:46pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's nurse reported being unable to reach the CapTel 840 user with captions.	CSR's investigation revealed the customer's nurse was trying to call the customer through the toll-free captioning service from another phone on the same line as the CapTel. CSR explained that in order to reach the CapTel with captions she must dial from a different phone that is not on the same line as the CapTel.	03/31/2017 12:53pm	Within 24 Hours	OL
774820	04/03/2017 04:11pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported being unable to get captions during incoming calls to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that callers weren't dialing the caption service number before dialing the customer's phone number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR provided customer with the appropriate captioning service number. CSR placed a test call to the CapTel 840 in 1-Line mode, and the customer confirmed they were receiving captions successfully.	04/03/2017 04:21pm	Within 24 Hours	CR

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
775410	04/05/2017 11:42am	Phone	Setup	N/A	Customer's husband registered a digital cable telephone provider as the carrier of choice for the CapTel 840 in 1-Line mode.	CSR advised customer's husband that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/05/2017 11:45am	Within 24 Hours	OL
775962	04/06/2017 03:16pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing handset is muted on the CapTel 840.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	04/06/2017 04:35pm	Within 24 Hours	HL
777386	04/11/2017 01:19pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported no captions during incoming calls to the CapTel 840 in 1-Line mode.	CSR's investigation revealed that not all callers were dialing the caption service number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer with the appropriate captioning service number.	04/11/2017 01:40pm	Within 24 Hours	CR
777542	04/11/2017 06:01pm	CapTel	Setup	N/A	Customer's assistant reported difficulty dialing out on the CapTel 200.	CSR found that the CapTel phone had been set to 2-Line mode, but the customer only has one phone line. CSR sent an over-the-wire update to set the phone back to 1-Line mode. After making this adjustment, CSR was not able to reach the customer to confirm that this update resolved the experience. CSR subsequently sent the customer a letter offering additional assistance on request.	04/29/2017 04:20pm	Over 48 hours	PL
777544	04/11/2017 06:20pm	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 200 is being used on digital phone lines.	CSR advised customer that the CapTel 200 is not designed for digital cable telephone service and advised customer to acquire a standard analog phone line to support CapTel. CSR also discussed the option of using an IP model CapTel phone	04/11/2017 06:31pm	Within 24 Hours	PL

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
777330	04/11/2017 11:29am	CapTel	Setup	N/A	Customer reported experiencing audio cutting in and out on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR later advised the customer's assistant that the CapTel 840 is not designed for digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/13/2017 12:42pm	Over 48 hours	MKC
777761	04/12/2017 02:03pm	CapTel	Setup	N/A	Customer reported that the CapTel 840 was unable to connect to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/12/2017 02:10pm	Within 24 Hours	CS
778123	04/13/2017 01:30pm	Phone	Info/ Referral/ Consumer Ed	N/A	The customer's assistant reported no captions on their CapTel 840 in 1-Line mode.	CSR's investigation revealed the customer's assistant was not dialing the captioning service number before dialing the customer's telephone number. CSR explained that in order for the CapTel 840 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service and provided the customer's assistant with the appropriate captioning service number. CSR placed a test call, and the customer's assistant confirmed the captions are connecting successfully.	04/13/2017 01:39pm	Within 24 Hours	MS
779052	04/17/2017 04:07pm	CapTel	Setup	N/A	Customer reported having digital cable telephone service.	CSR advised customer that the CapTel 840 is not designed for digital cable telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	04/17/2017 04:36pm	Within 24 Hours	CR
780723	04/22/2017 08:15pm	CapTel	Service	12141	Customer shared feedback regarding accuracy of captions and provided specific call data on the CapTel 840.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance.	05/02/2017 06:16pm	Over 48 hours	PY

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
781810	04/26/2017 01:22pm	CapTel	Setup	N/A	Representative with the state issuing agency reported the customer is using the CapTel 840 in 1-Line mode with digital telephone service.	CSR advised state representative that the CapTel 840 is not designed for digital telephone line use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	04/26/2017 01:24pm	Within 24 Hours	BM
782248	04/27/2017 01:04pm	Phone	Setup	N/A	Customer reported difficulty with the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR sent customer a letter advising the customer that the CapTel 840 is not designed for digital cable telephone use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/01/2017 11:04pm	Over 48 hours	SS
783028	04/30/2017 04:33pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer's daughter reported that the CapTel 800 in 1-Line mode did not connect to captions on previous incoming call.	Investigation by CSR revealed that the previous incoming call was not placed through the captioning service. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR further explained the proper dialing procedure when placing calls through the captioning service. CSR provided customer's daughter with the appropriate captioning service number.	04/30/2017 04:37pm	Within 24 Hours	SS
783406	05/01/2017 06:51pm	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported experiencing a delay in the appearance of captions behind the spoken while using the CapTel 800 in 1-Line mode.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with captions delayed behind the spoken words but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to delay of captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where delay of captions is experienced so that we may take specific action with the CA captioning the call.	05/08/2017 03:00pm	Over 48 hours	AJ
783227	05/01/2017 11:42am	CapTel	Setup	N/A	Customer reported having VOIP telephone service.	CSR advised customer that the CapTel 800 is not designed for VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/01/2017 01:00pm	Within 24 Hours	JC

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
783644	05/02/2017 01:40pm	CapTel	Setup	N/A	While registering the customer's carrier of choice, CSR learned that the CapTel 840 is being used on digital phone lines.	CSR advised customer that the CapTel 840 is not designed for digital service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/02/2017 01:46pm	Within 24 Hours	RS
785412	05/08/2017 11:02am	CapTel	Info/ Referral/ Consumer Ed	N/A	Customer reported seeing "Handset is Muted" on the screen of the CapTel on an incoming call.	CSR explained that when callers dial through the toll-free captioning service, the CapTel screen will display "Handset is Muted" with a progress bar while the CapTel is connecting to the captioning service. During this time, the audio will be muted for both parties until a live captioning assistant is on the line.	05/08/2017 11:44am	Within 24 Hours	CBe
787364	05/13/2017 06:54pm	Phone	Setup	N/A	Customer's assistant reported that the CapTel 840 was unable to make or receive captioned calls.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/13/2017 07:06pm	Within 24 Hours	MTh
788333	05/17/2017 11:48am	Phone	Setup	N/A	Customer's husband reported having a VOIP telephone service provider as the carrier of choice for the CapTel 840 in 1-Line mode.	CSR advised customer's husband that the CapTel 840 is not designed for VOIP telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/17/2017 11:58am	Within 24 Hours	OL
788601	05/18/2017 03:01pm	CapTel	Setup	N/A	State program representative reported the customer's carrier of choice was a Voice Over IP telephone provider.	CSR advised the state representative that the CapTel 840 is not designed for use with VOIP telephone service and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/18/2017 03:06pm	Within 24 Hours	MK
789397	05/20/2017 07:30pm	Phone	Setup	N/A	Customer's assistant reported not having a dial tone on the CapTel 840.	Troubleshooting revealed that the telephone modem had been unplugged. CSR advised the customer's assistant to reconnect the power to the telephone modem. Customer's assistant placed a test call and confirmed that this adjustment had resolved the customer's experience.	05/20/2017 07:49pm	Within 24 Hours	SB

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Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
789398	05/20/2017 07:30pm	Phone	Setup	N/A	While assisting with another issue, CSR discovered that the customer may have VOIP telephone service.	CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/20/2017 07:49pm	Within 24 Hours	SB
792135	05/23/2017 04:24pm	CapTel	Info/ Referral/ Consumer Ed	N/A	The customer's husband inquired about delay of captions behind the spoken words when using the CapTel 800.	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR explained that this delay could increase if their caller is speaking very quickly or if the CA needs to make typed insertions.	05/23/2017 04:31pm	Within 24 Hours	PZ